



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

J. TYLER McCAULEY
AUDITOR-CONTROLLER

February 28, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *tm*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – WEST COVINA
GROUP HOMES - WEST COVINA II GROUP HOME**

We have completed a review of West Covina II Group Home (Group Home or Agency) operated by West Covina Group Homes. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

West Covina II Group Home is a six-bed facility, which provides care for boys ages 11-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, West Covina II Group Home was providing services for five DCFS children and one San Bernardino County child.

West Covina II Group Home is located in San Bernardino County.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

West Covina II Group Home needs to repair the kitchen cabinets, replace the broken kitchen tiles, repair or replace the kitchen sink, and clean the kitchen appliances; re-caulk the bathtub area, repair the bathroom mirror, and repair the bedroom dresser; and include all treatment team members in the development and implementation of the Needs and Services Plans, and encourage and assist all children in creating and maintaining photo albums/life books.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:dl

http://auditor.co.la.ca.us/group_home.asp

Attachments

c: David E. Janssen, Chief Administrative Officer
Patricia S. Ploehn, Director, DCFS
Robert B. Taylor, Chief Probation Officer
Hardip Gill, Executive Director, West Covina Group Homes
Public Information Office
Audit Committee

**West Covina II Group Home
4041 Carroll Court
Chino, California 91710
Phone: (909) 591-2598
License Number: 360910281
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

West Covina II Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, in the kitchen the finish on the cabinets is worn, several tiles on the counter are broken, the sink is worn and chipped, and the oven, oven hood, and microwave are greasy and dirty. In the main bathroom, the caulking around the bathtub and along the floor is worn and the mirror is damaged.

Generally, the children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, in bedroom two the dresser has stains.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. West Covina Group Homes management:

- a. Repair the kitchen cabinets.**
- b. Replace the kitchen counter tiles.**
- c. Repair or replace the kitchen sink.**

- d. Clean the oven, microwave and hood in the kitchen.
- e. Re-caulk the bathtub and surrounding floor area in the bathroom.
- f. Repair or replace the damaged bathroom mirror.
- g. Clean the dresser in bedroom two.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current, comprehensive, and include short and long term goals. Input from the child is included in the development and implementation of the NSPs. However, all members of the treatment team are not included in the development and implementation of the NSPs.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

2. West Covina Group Homes management include all members of the treatment team in the development and implementation of the NSPs.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

One child is encouraged and assisted in creating and maintaining a photo album/life book; however, the other child reports that he has not been offered, encouraged or assisted in maintaining a photo album/life book.

Recommendation

- 3. West Covina Group Homes management encourage and assist all children in creating and maintaining photo albums/life books.**

WEST COVINA GROUP HOME

4041 Carroll Court
CHINO, CA 91710

Phone: (909) 591-2589
Fax: (909) 364-2311

TO: Candace Rhue, Group Home Audit Supervisor

FROM: West Covina Group Home II

RE: Corrective Action Plan For Audit - (

The Corrective Action Plan (CAP) has been implemented as follows for the West Covina Group Homes located at 4041 Carroll Court, Chino, CA 91710 (Licenses # 360910281)

1 a. Recommendation

Refinish the Kitchen cabinets

Corrective Action Plan

The agency has retained the services of a contractor to refinish the kitchen cabinets. It is anticipated that the refinish project will be completed by 2/28/07. Staff have as well, been instructed to wipe down the cabinets often to ensure the new finish is maintained

1 b. Recommendation

Replace the damaged counter tiles

Corrective Action Plan

The agency has retained the services of a contractor to replace the damaged counter tiles. It is anticipated that the replacement project will be completed by 2/28/07. The facility manager will ensure in the future that reports of damaged tiles are fixed promptly.

1 c. Recommendation

Replace the kitchen sink

Corrective Action Plan

The agency has retained the services of a contractor to replace the kitchen sink. It is anticipated that the replacement project will be completed by 2/28/07.

1 d. Recommendation

Replace discolored caulking on bathroom tub and surrounding floor area

Corrective Action Plan

The agency has retained the services of a contractor to replace the discolored caulking on bathroom tub and surrounding floor area. Staff will clean in and around the bathtub daily. Facility manager will check to ensure this is done. It is anticipated that the replacement project will be completed by 2/28/07.

1 e. Recommendation

Repair or replace the damaged bathroom mirror

Corrective Action Plan

The agency maintenance staff will replace the damaged bathroom. Facility manager will check to ensure that damaged mirrors are replaced timely in the future. It is anticipated that the replacement project will be completed by 2/28/07.

1 f. Recommendation

Clean the oven, microwave and hood in the kitchen

Corrective Action Plan

The oven, microwave and the hood in the kitchen has been cleaned. Staff has been instructed to clean these areas daily to ensure appropriate maintenance. Facility manager will check that this is done on a daily basis.

1 g. Recommendation

Refinish the dresser in bedroom two

Corrective Action Plan

The agency maintenance staff will refinish the dresser in bedroom two. Facility manager will check to ensure that the refinishing is completed timely. It is anticipated that the refinishing project will be completed by 2/28/07.

2. Recommendation

West Covina Group Homes management include the staff and group home administrator as part of the treatment team in the development and implementation of the NSPs.

Corrective Action Plan

Group home staff and administrator are part of the treatment team NSP development and will now ensure that all participants present sign the NSP to reflect their contributions to the plan. The administrator will ensure that the multi-disciplinary team continue to participate in the development and appropriate documentation of NSPs.

3. Recommendation

West Covina Group Homes management encourage and assist all children in creating and maintaining photo albums/life books.

Corrective Action Plan

All children have photo albums/life books. Staff have been directed to take photos of children and encourage the children to take photos during special occasions and outings. The children will be given photos to keep in their albums. The facility manager will monitor that this is done on an ongoing basis for all children.

The Program Administrator in conjunction with the facility manager will be responsible for monitoring the corrective action plan.

Hardip Gill

Executive Director